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BEFORE THE
ILLINOIS COMMERCE COMMISSION

IN THE MATTER OF:)
)
CITY OF PUTNAM, ILLINOIS)
) No. 05-0659
Petition for Approval of a)
9-1-1 Emergency Telephone)
Number System.)

Chicago, Illinois
November 3, 2005

Met pursuant to notice at 11:00 a.m.

BEFORE:

MS. EVE MORAN, Administrative Law Judge

1 APPEARANCES:

2 MS. STACY ROSS
3 527 East Capitol Avenue
4 Springfield, Illinois 62701
5 (217) 524-4228
6 Appearing for Staff
7 (telephonically).

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16 SULLIVAN REPORTING COMPANY, by
17 Julia C. White, CSR

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I N D E X

<u>Witnesses:</u>	<u>Direct</u>	<u>Cross</u>	<u>Re-</u> <u>direct</u>	<u>Re-</u> <u>cross</u>	<u>By</u> <u>Examiner</u>
Lynn Haage	8				
Deborah Prather	20				
Stacy Ross					24

E X H I B I T S

<u>Number</u>	<u>For Identification</u>	<u>In Evidence</u>
None.		

1 JUDGE MORAN: Pursuant to the direction of the
2 Illinois Commerce Commission, I call Docket 05-0659.
3 This is County of Putnam, Illinois. It is a Petition
4 for Approval of a 9-1-1 Emergency Telephone Number
5 System.

6 May I have the appearances for the
7 record, please.

8 MS. LYNN HAAGE: Lynn Haage, H-a-a-g-e, Putnam
9 County 9-1-1 coordinator.

10 JUDGE MORAN: And your address and telephone
11 number?

12 MS. LYNN HAAGE: Address is 1020 North 4th
13 Street, Princeton, Illinois 61327. Telephone number
14 is (815) 925-7084.

15 JUDGE MORAN: Thank you.

16 MS. DEBORAH PRATHER: Deborah Prather,
17 D-e-b-o-r-a-h, P-r-a-t-h-e-r, representing Verizon
18 North, Incorporated. My address is 110 East Monroe
19 Street, Bloomington, Illinois 61701, telephone number
20 (309) 827-1793.

21 MS. ROSS: Stacy Ross, R-o-s-s, Illinois
22 Commerce Commission Telecommunications Division,

1 9-1-1 Program, 527 East Capitol Avenue, Springfield,
2 Illinois. And my number is (217) 524-4228.

3 And that's it here.

4 JUDGE MORAN: Okay. Let the record reflect
5 that the court reporter and the ALJ are both in
6 Chicago. All of the parties that have entered
7 appearances are being heard by telephone from
8 Springfield, Illinois.

9 Now, I have a petition before me and a
10 large number of other filings that I have pulled off
11 e-Docket, the petition and all of the other
12 documents, No. 18 items, according to the e-Docket
13 sheet, and what I've been able to pull off.

14 Does any- -- everybody have a copy of
15 these items as they appear on e-Docket?

16 MS. ROSS: Yes, we do.

17 JUDGE MORAN: Okay. Good. Because maybe we
18 can make a reference to the number files as they are
19 listed on e-Docket.

20 MS. LYNN HAAGE: Okay.

21 JUDGE MORAN: Okay. Because I -- then, you
22 know, some things are marked as exhibits, some things

1 aren't. So the one thing that is consistent and
2 uniform throughout is the numbering of the files on
3 e-Docket.

4 And who am I swearing in?

5 MS. ROSS: You'll be swearing in Lynn Haage
6 from -- from Putnam County and Deb Prather from
7 Verizon and I guess myself.

8 JUDGE MORAN: Okay. I'm going to ask the three
9 of you to please raise your right hand.

10 (Witnesses sworn)

11 JUDGE MORAN: Thank you.

12 Okay. And I'm asking the
13 representative for County of Putnam, do you wish to
14 make a statement or do you wish to be subject to
15 cross-examination? I assume that that's what Staff
16 is going to do -- question the witness?

17 MS. ROSS: Right.

18 JUDGE MORAN: Okay. Do you want to make a
19 narrative statement before being subject to
20 questioning?

21 MS. ROSS: No, I do not.

22 JUDGE MORAN: Okay. Then let Staff start the

1 questioning, Ms. Ross.

2 MS. ROSS: Okay. I just have a list of
3 questions that we usually go through in these cases.
4 So it kind of helps you out with your end of the
5 writing and order.

6 JUDGE MORAN: Great. And can you tell me the
7 objective of each line of questioning.

8 MS. ROSS: Well, basically, there's a
9 requirement in Part 725 that every system has to meet
10 in an application before they're approved.

11 JUDGE MORAN: Right.

12 MS. ROSS: And all of these questions go to
13 some general information about the system itself and
14 also about specific requirements that are in 725.

15 JUDGE MORAN: Okay. If I -- if I could just
16 hold you off one minute, can you -- can someone
17 describe for me where the County of Putnam is.

18 When I pulled these dockets off
19 e-Docket, the maps were too large to go on e-Docket.
20 So I have no idea where the County of Putnam is.

21 MS. LYNN HAAGE: We are located approximately
22 40 miles north of Peoria.

1 JUDGE MORAN: Okay. Great. Thank you so much.
2 That will give me a location point.

3 Okay. And that -- and that was the
4 representative for the County of Putnam?

5 MS. LYNN HAAGE: Right.

6 JUDGE MORAN: Okay. Please continue, Ms. Ross.

7 LYNN HAAGE,
8 called as a witness herein, having been first duly
9 sworn, was examined and testified as follows:

10 DIRECT EXAMINATION

11 BY

12 MS. ROSS:

13 Q Okay. What will be the name of your 9-1-1
14 system?

15 A Putnam County 9-1-1.

16 Q Okay. And what is the location of the
17 primary Public Safety Answering Point?

18 A 120 North 4th Street, Princeton, Illinois.

19 Q Okay. And how many answering positions are
20 at your PSAP?

21 A Two.

22 Q Okay. And what is the backup location for

1 your -- your system?

2 A Peoria County Sheriff's Department located
3 at 22 Park Avenue West, Princeton, Illinois.

4 Q Okay. And how many positions are there?

5 A They have three.

6 Q Okay. Will the critical areas of your PSAP
7 and backup PSAP have adequate physical security to
8 provide against the malicious disruption of service?

9 A Yes.

10 Q Will both PSAPs operate 24 hours a day,
11 seven days a week?

12 A Yes.

13 Q Are both PSAPs capable of receiving ALI and
14 ANI?

15 A Yes.

16 Q Excuse me. What is PSAP?

17 MS. ROSS: Okay. PSAP is just an abbreviation
18 for Public Safety Answering Point.

19 JUDGE MORAN: And so it is spelled P-S- --

20 MS. ROSS: A-P.

21 JUDGE MORAN: Okay. Thank you.

22 MS. ROSS: And also, what I just said in the

1 last question, ALI and ANI, it's A-L-I, Automatic
2 Location Identification; and A-N-I is Automatic
3 Number Identification.

4 JUDGE MORAN: Okay. That's good. The court
5 reporter needs that --

6 MS. ROSS: Okay.

7 JUDGE MORAN: -- as do I.

8 BY MS. ROSS:

9 Q Okay. If all 9-1-1 lines are busy at the
10 primary PSAP, does the backup -- backup provide
11 overflow assistance?

12 A Yes.

13 Q Will there be a TTY at each answering
14 position at both the primary and backup PSAPs?

15 A Yes.

16 JUDGE MORAN: And the TTY is?

17 MS. ROSS: Teletypewriter, slash, communication
18 device.

19 BY MS. ROSS:

20 Q Will TTY calls have access to 9-1-1 lines?

21 A Yes.

22 Q And will 9-1-1 management provide adequate

1 training to its dispatchers including ongoing
2 training every six months?

3 A Yes.

4 Q Will 9-1-1 management provide its
5 dispatchers with at least the minimum 40-hour
6 required training and EMD, Emergency Medical
7 Dispatch, certification prior to handling any 9-1-1
8 calls?

9 A Yes.

10 Q Will that be in-house or will you be
11 using --

12 A We use power phones.

13 JUDGE MORAN: We use what?

14 THE WITNESS: Power phone training.

15 JUDGE MORAN: Okay.

16 BY MS. ROSS:

17 Q Okay. Will the PSAP have an emergency
18 power source to serve the basic requirements of the
19 PSAPs for a minimum of four hours?

20 A Yes.

21 Q Will the 9-1-1 system be inoperable at any
22 time due to maintenance programs or for any other

1 kind of reasons?

2 A No.

3 Q Will a logging recorder be utilized at both

4 the primary and backup PSAPs?

5 A Yes.

6 Q And will the system management maintain an

7 archive of the tapes for a minimum of 30 days?

8 A Yes.

9 Q Will the 9-1-1 circuits be arranged for

10 one-way incoming service to the PSAPs?

11 A Yes.

12 Q Will all 9-1-1 calls be answered and

13 handled without preference to location of the caller?

14 A Yes.

15 Q Will automatic dialer-type alarms be

16 permitted in this 9-1-1 system?

17 A No.

18 Q Will 9-1-1 lines indicate incoming calls by

19 both audible and visual signals?

20 A Yes.

21 Q And what is the approximate population

22 within your proposed 9-1-1 system?

1 A Approximately 6,124.

2 JUDGE MORAN: What is -- could you repeat that

3 number.

4 THE WITNESS: 6,124.

5 BY MS. ROSS:

6 Q And how many access lines are in your

7 proposed 9-1-1 system?

8 A 3,054.

9 Q And how many 9-1-1 trunk lines from the

10 selected router to the PSAP will be utilized in the

11 system?

12 A Four -- two voice and two data.

13 Q Okay. And what is the amount of your 9-1-1

14 surcharge?

15 A \$3.90 per line.

16 Q Okay. Will the surcharge from each

17 community be kept in a separate interspersing

18 emergency telephone system account?

19 A No. It will be kept in one interspersing

20 account.

21 Q Okay. Are there any persons that reside in

22 your county who will not be served by your county's

1 9-1-1 system?

2 A Yes.

3 Q Okay. Can you tell me what exchanges

4 they're in and how many people there are.

5 A A total of 29 lines between Tiskilwa and

6 Spring Valley exchanges.

7 JUDGE MORAN: Hold on. You know, we didn't

8 catch that. Can you repeat that.

9 THE WITNESS: A total of 29 lines split between

10 Tiskilwa, T-i-s-k-i-l-w-a, and Spring Valley

11 exchanges.

12 JUDGE MORAN: Did you get that first county?

13 THE REPORTER: Yes.

14 JUDGE MORAN: Okay. Thank you.

15 BY MS. ROSS:

16 Q Can you tell me, do you know how many in

17 each one separately?

18 THE REPORTER: Can you speak louder.

19 JUDGE MORAN: We still need you to speak

20 louder.

21 BY MS. ROSS:

22 Q I wanted to know how many -- how many

1 citizens in the Tiskilwa exchange, specifically, and
2 Spring Valley, specifically.

3 A 13 in the Spring Valley and 16 in the
4 Tiskilwa.

5 I'm sorry. 13 in the Tiskilwa and 16
6 in the Spring Valley.

7 Q Okay. And have these customers been
8 notified in writing that they will not be part of
9 your 9-1-1 system?

10 A No. They have not because they are
11 currently going to Bureau County 9-1-1 at the time.
12 So they will stay there.

13 Q Okay.

14 JUDGE MORAN: They're going to what county?

15 THE WITNESS: Bureau, B-u-r-e-a-u. And they're
16 staying -- they're staying there once the system cuts
17 live, and there is an agreement in the plans showing
18 that arrangement.

19 JUDGE MORAN: Okay.

20 BY MS. ROSS:

21 Q Is your system providing 9-1-1 service to
22 any residents of adjacent counties?

1 A Yes.

2 Q Okay. Can --

3 A 13 residents located in Bureau County, but

4 they're in the Putnam exchange.

5 MS. ROSS: And those will -- those will be

6 staying -- those will be coming through Putnam County

7 and there will be a modification filed later by

8 Bureau to reflect that in their 9-1-1 system plan.

9 JUDGE MORAN: Is that a statement or a

10 question?

11 MS. ROSS: No. That was just a statement by

12 me.

13 JUDGE MORAN: Oh, okay. Thank you.

14 MS. ROSS: Just for your information.

15 JUDGE MORAN: Thank you.

16 BY MS. ROSS:

17 Q Okay. Does your 9-1-1 system provide --

18 oh, I just asked you that one. Nevermind.

19 Will the PSAP maintain a log of the

20 9-1-1 system operations?

21 A Yes.

22 Q Will PSAP management make available to the

1 Commission such records as may be required if a
2 review of the system becomes necessary?

3 A Yes.

4 Q Does the PSAP have written procedures for
5 tracing calls for the proposed 9-1-1 system?

6 A Yes.

7 Q Will the PSAP management develop standard
8 operating procedures for providing 9-1-1 service in
9 the event that critical functions of the PSAP are
10 partially or totally disabled including call box
11 procedures?

12 A Yes. We are currently in the process of
13 completing these, and we'll provide a copy to the
14 Commission before cutting to it.

15 Q Will PSAP management provide a ten-digit
16 number to all telephone companies involved with the
17 9-1-1 system for their operator services in case of
18 emergency?

19 A Yes.

20 Q Okay. Can you describe the customer
21 premise equipment.

22 A Our PSAP is equipped with Zetron equipment,

1 which will display ALI/ANI information.

2 Dispatchers are also provided with a
3 GeoCom mapping product that will display on a
4 separate monitor screen providing an icon on the map
5 indicating where the landline 9-1-1 call originated.

6 We have a dynamic instrument logging
7 recorder, which will be utilized to maintain records
8 for all 9-1-1 administrative calls and radio traffic.
9 And the radios that we use are MayCom.

10 Q Okay. How are your rural areas of the
11 county addressed?

12 A By GBS location originating at the
13 southwest corner of the county using four- or
14 five-digit numbers.

15 Q Will new road signs be erected prior to
16 your 9-1-1 system's on-line date?

17 A Yes. They are already currently in place.

18 Q Okay. And can the 9-1-1 database be
19 queried by dispatchers or any other persons?

20 A Our equipment has the capability to query
21 the database, if we choose to enable that function.
22 However, it would be password protected and logs

1 would be maintained.

2 Q Have any addressing discrepancies been
3 resolved in the MSAG process -- and that's M-S-A-G --
4 and its master street address guide?

5 A Yes.

6 Q Okay. Is the database complete?

7 A Yes.

8 Q Does 9-1-1 management have database error
9 correction and verification procedures in place?

10 A Yes.

11 Q Can you describe those.

12 A Currently, Verizon sends an error report to
13 GeoCom and the problem is addressed within 48 hours.

14 Q Okay. How long are you planning to test
15 the database?

16 A We will follow the state requirements of
17 40 percent of every exchange of every ESN, and we
18 will utilize our local fire and EMS personnel by
19 simply going to a residence and making 9-1-1 calls;
20 and then we will also call a resident and request
21 them to call in to us, and we will keep logs for a
22 valid validation.

1 Q All right. And when is your system planned
2 to be on-line?

3 A March 2006.

4 Q Okay.

5 MS. ROSS: That's all the questions I have for
6 Lynn.

7 JUDGE MORAN: Okay. And do you have questions
8 for the Verizon rep?

9 MS. ROSS: Yes, I do.

10 JUDGE MORAN: Okay.

11 DEBORAH PRATHER,
12 called as a witness herein, having been first duly
13 sworn, was examined and testified as follows:

14 DIRECT EXAMINATION

15 BY

16 MS. ROSS:

17 Q Okay. Are there any exchanges and prefixes
18 in a petitioner or -- okay.

19 Are the exchanges identified in
20 Exhibit 5 of the petitioner's application a true
21 representation of those in the proposed 9-1-1 system?

22 A Yes.

1 Q And what are the features associated with
2 this 9-1-1 system?

3 A The delivery of ANI, that's Automatic
4 Number Identification, spelled A-N-I; the delivery of
5 ALI, which is A-L-I, which stands for Automatic
6 Location Identification; and selective routing.

7 Q How many 9-1-1 PSAP trunks will be
8 provisioned for the primary PSAP?

9 A Two voice and two data.

10 Q And how many PSAP provisions for the
11 backup?

12 A Two voice and two data.

13 Q And what type of trunking arrangements will
14 be used in this system?

15 A Dedicated direct trunking.

16 Q And do you believe that the proposed
17 diagram provides the required trunking configurations
18 found in 725?

19 A Yes.

20 Q Will alternate routing be utilized?

21 A Yes.

22 Q Are there any remote central offices within

1 the proposed 9-1-1 system?

2 A Yes.

3 Q Are they capable of standing alone?

4 A Yes.

5 Q During and after hours, how are PSAP

6 personnel to contact a company if a problem occurs?

7 A We have a 24 by 7 repair center that --

8 with a toll-free number -- that they can call for

9 repair.

10 Q Will telephone company personnel advise

11 PSAP personnel regarding 9-1-1 outages, testing of

12 equipment lines or maintenance of 9-1-1 lines?

13 A Yes.

14 Q Will the telephone company train

15 appropriate employees in the practices just

16 described?

17 A Yes.

18 Q Will telephone company equipment operate

19 and tolerate power fluctuations or interruptions?

20 A Yes, it will.

21 Q Will the 9-1-1 system be inoperable at any

22 time due to maintenance programs or for any other

1 reason?

2 A No.

3 Q Will all the company's call boxes be
4 equipped with intrusion alarms?

5 A Yes.

6 Q And where is the 9-1-1 database located?

7 A It's located at a regional ALI database
8 platform, which is located at 110 East Monroe Street,
9 Bloomington, Illinois. And there's also a copy of
10 the database on our national database platform
11 located in Tampa, Florida.

12 Q All right. Is the database complete?

13 A Yes.

14 Q Does the database have a 1 percent or less
15 error ratio?

16 A Yes.

17 Q How often is the database updated?

18 A It's updated on a daily basis, Monday
19 through Friday.

20 Q Okay. And is the database backed up?

21 A Yes, it is. And it's backed up by our
22 log-base California center, as well as with our Tampa

1 center.

2 Q And when is the 9-1-1 system planned to be
3 online?

4 A Estimated March 2006.

5 MS. ROSS: Okay. That's all the questions I
6 have.

7 JUDGE MORAN: Okay. I have some questions for
8 you, Ms. Ross.

9 MS. ROSS: Okay.

10 STACY ROSS,
11 called as a witness herein, having been first duly
12 sworn, was examined and testified as follows:

13 EXAMINATION

14 BY

15 JUDGE MORAN:

16 Q Have you reviewed all of the documents, the
17 petition and all of these other supporting documents
18 that have been filed on e-Docket?

19 A Yes, I have.

20 Q Okay. Based on your review, is there
21 authority to establish this system?

22 A Yes, there is.

1 Q Okay. And did the County of Putnam
2 lawfully establish the system --
3 A Yes.
4 Q -- based on -- based on your knowledge?
5 Okay. Are all of the technical issues
6 presented by this application satisfied?
7 A Yes.
8 Q Are all of the cost issues satisfied?
9 A Yes.
10 Q Are all of the necessary notices to
11 whatever entity is required satisfied?
12 A Yes.
13 Q Are all security issues satisfied?
14 A Yes.
15 Q Okay. Do you have any statement or can you
16 offer me a recommendation today?
17 A I would recommend that this petition be
18 granted.
19 Q Okay. And does your recommendation require
20 any conditions?
21 A No, it does not.
22 Q Thank you. And do I understand that there

1 is no, like, immediate rush on me getting this order
2 out? Because I don't have hard copies. So I'm going
3 to have to wait until the transcript comes in.

4 A Okay.

5 Q Will the parties see that as a problem?

6 A There's not an immediate rush, but as soon
7 as you can would help out when they go to their
8 testing process --

9 Q Sure.

10 A -- of implementing the system.

11 Q Sure.

12 When does the testing process begin?

13 A Well, usually we like to wait for an order
14 so they can start testing because some exchanges are
15 split between this 9-1-1 system and others.

16 Q Uh-huh.

17 A And we have to have an order before those
18 ones are allowed to be tested.

19 Q I see.

20 A But they can go ahead and start testing
21 exchanges that are not split.

22 Q Okay.

1 A We've already had the hearing, and an order
2 is pending.

3 Q Okay. Let me ask you, how long is the
4 testing period before, you know, a system goes
5 online? Because you have March 2006 for the system
6 going online.

7 A That just depends on what kind of problems
8 they run across in their testing process.

9 Q Uh-huh.

10 A They're supposed to test 40 percent of the
11 lines in each exchange. So it's -- it's just -- it
12 depends on, you know, the problems they run into.
13 Sometimes it goes real smooth. Sometimes issues are
14 found and --

15 Q And need to be corrected, of course.

16 A Right. And the March -- you know, that's
17 just to give plenty of time for this estimate on
18 cutover.

19 JUDGE MORAN: Okay. I'm going to get this
20 order out as soon as I can. But, of course, I think
21 it takes two weeks for the transcript.

22 MS. ROSS: Okay.

1 JUDGE MORAN: Just so you know that. I'm
2 not -- I'm not pushing it back at all. I'm just
3 saying that I will need the transcript because I have
4 no hard copy support for an order --
5 MS. ROSS: Okay.
6 JUDGE MORAN: -- until that comes in. Okay.
7 Okay. I think I have everything that
8 I need. And are -- is the petitioner satisfied that
9 everything is true and correct as it is on e-Docket?
10 MS. ROSS: Yes.
11 JUDGE MORAN: Okay. So I'm going to consider
12 that all of those filings on e-Docket are part of the
13 record as is the transcript of this proceeding.
14 I will mark -- does anybody have any
15 statements that they want to make, either the
16 representative from Verizon or the representative
17 from the County?
18 MS. DEBORAH PRATHER: No.
19 MS. LYNN HAAGE: No.
20 JUDGE MORAN: Okay. And there being no further
21 evidence to be admitted into this proceeding, I will
22 now mark the record heard and taken. And I will

1 thank the parties for working this proceeding out so
2 well. And I guess that's it then.

3 MS. ROSS: Okay. Thank you.

4 JUDGE MORAN: All right. Goodbye.

5 HEARD AND TAKEN

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